Developing Active Regional Partnerships

Plugging up the holes and filling the voids

EXPECTATIONS

What would you like to accomplish during this training?

Objectives

- Learn to organize for a common purpose
- Learn ways to identify and connect with stakeholders
- Learn collaborative problem-solving techniques
- Finding Best Practices

PUBLIC WANTS TO KNOW

- How to save their lives and those of their family

- Scope and nature of emergency

- Community status

Partnerships: Community Collaboration

- Working with community members:

  - Who have a vested interest in the problem

  - Who are willing to commit resources toward its solution

What is a Community?

How do you define a community?

- Geographical boundary
- Ethnic or cultural group
- Socio-economic status
- Shared interests (business, school)

....How do you cobble these all together?

How do you quickly enlarge your area of response?

Partnerships in Your Community

- Currently what partnerships are working and why? (Listing best practices)
- How did it happen? What keeps it going?
- What are the barriers to community partnerships?

Barriers

- Turf battles
- Business as usual
- Time
- Money
- Personality differences
- No sense of urgency
- Others?

What is the difference between cooperation and collaboration?

Tactics to Move from Cooperation to Collaboration

- Ask for help with specific tasks
- Skillful facilitation community group dynamics
    - Invite responsibility
    - Expect critism/argument
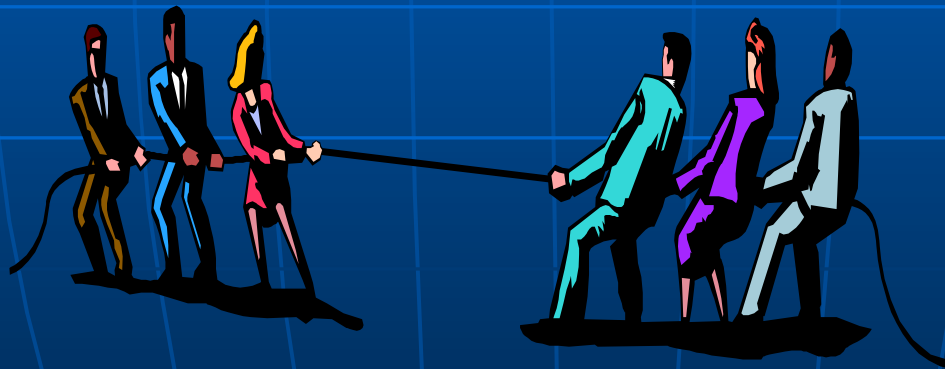   - Respect input of others
    - Passive vs. Active

Advantages and Challenges of Collaboration

Challenges to Collaboration

- Frustration
- Unwanted responses
- Personal agendas
- Unintended outcomes
- Greater demands/expectations
- Accountability issues
- Ethical issues

Do the Advantages Overcome the Challenges?

Leading Collaboration

- Facilitate a process that shares responsibility for tasks and progress

- Lead by showing the community members and groups the vision of a seamless response and how resources can be and are allocated to make that happen

VISION

A realistic and well organized response for the community

Bringing Community Members Together

- Work with existing groups

- Form a group of your own

- Expand current group

Community Leaders

- Voice of the community
- Helpfully in identifying participants, Logistics and disseminating information
- "Gatekeepers"
- May need to be reminded that everyone must have a role in the collaboration

The Meat of the Matter

- Create a database for resources with good points of contact
- How do current services function in a crisis response mode? Are they willing to explore this?
- Where are the holes?
- Who are the dependable leaders?
- Surveys and following up

Levels of Involvement

- Individual

- Small group/team

- Organizational collaboration
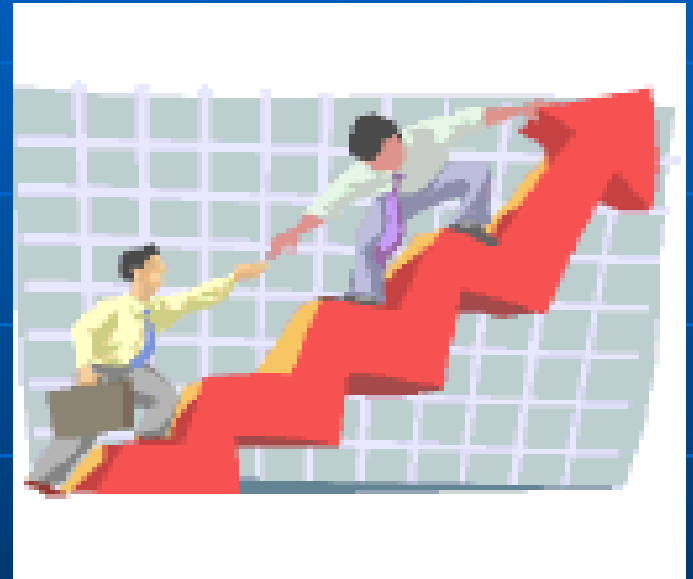
Who should be in the room?

For Example..

- United Way
- Community Action Agencies
- American Red Cross
- Churches
- Private Schools
- Senior communities
- Company Com Rels

- Local Businesses
- Chamber of Commerce
- Media
- Military
- Hospitals
- University
- Corporate HQs
- MORE!!!!!

Planning Issues

- Participation – shareholders – right people in the room (hospitals, EMS, emergency management services)

- Expanded private-partner role in recovery

- Role of private security in the aftermath

- Unified private-public command

- Do not reinvent the wheel (after action reports – lessons learned)

Planning Issues

- Communication between partners – among all the partners, business community and police

- Access by business community to public safety (agencies and incident sites) following an event or incident

- Role definition of business partners in public safety emergency situations

Planning Issues

- Talking the same language (Training in NIMS and ICS)

- Better understanding of in-house capacities of private partners

- Private partners need to know public safety plans

Planning Issues

- Communicating time-sensitive as situation unfolds

- Handling the media

- Realistically, how will community respond to an emergency

- Including groups in exercises

SARA Problem Solving Model

SCANNING

ANALYSIS

RESPONSE

ASSESSMENT

Problem Solving Involves

S	A	R	A
Scanning	Analysis	Response	Assessment
Identify potential response problems.	Understand conditions that cause problems to occur.	Develop & Implement Solutions.	Determine the Impact.

Partnerships Require...

- Communication

- Collaboration

- Cooperation

- Consensus

Communication

- Sense of self and space
- Eye contact, expressions, gestures
- Direct vs. indirect
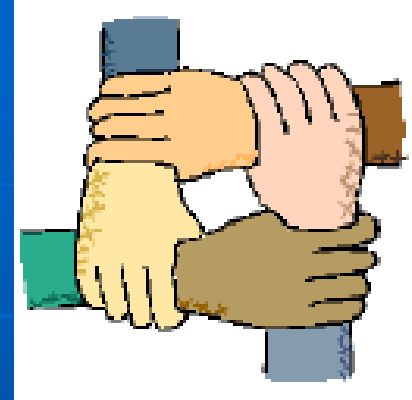- Loudness, pitch, silence, touch
- Appropriate subjects

Coordination

- Learning styles
- Work habits and practices
- Relationships
- Information sharing

Cooperation

- Values and norms
- Freedom vs. conformity
- Openness vs. privacy
- Abstractions vs. relationships
- Competition vs. cooperation
- Respect

Collaboration

- Decision making
- Responsibility
- Accountability
- Goals
- Beliefs and attitudes
- Roles
- Order, authority, and discretion